

Mopilya.com

Production Tracking, Change and Delivery Promise Control SOP

ISO 9001:2015 Aligned Controlled Document

Document Code	MOP-OPS-SOP-002	Revision	0
Document Type	Standard Operating Procedure	Effective Date	20-Jun-2026
Process Owner	Operations Manager	Approved By	General Manager
Prepared By	OpexEdge Consultancy	Status	Draft for Management Approval
Applies To	Order progress monitoring and promise-date control	Confidentiality	Internal Use

Important note: This document is a ready-to-edit QMS draft. It should be reviewed, approved, and customized by Mopilya process owners before official release or certification use.

Document Revision History

Rev.	Date	Description of Change	Prepared / Reviewed / Approved
0	20-Jun-2026	Initial issue prepared for ISO 9001:2015 QMS implementation.	Prepared by OpexEdge; to be reviewed and approved by Mopilya management.

1. Purpose

To track all open orders from production release to readiness, control delivery promises, and ensure customers are proactively informed of changes before dissatisfaction occurs.

2. Scope

Applies to all open customer orders under supplier production or readiness confirmation, including delays, material constraints, customer changes, and internal escalations.

3. ISO 9001:2015 Alignment

Relevant Area	How this procedure supports the QMS
Clause 8.1 - Operational Planning and Control	Plans and controls fulfilment activities and resources.
Clause 8.2.4 - Changes to Requirements	Controls customer-related changes.
Clause 8.5.6 - Control of Changes	Controls operational changes affecting quality and delivery.
Clause 9.1 - Monitoring and Measurement	Uses order tracker and KPIs to monitor performance.

4. Definitions

Term	Definition
Order Tracker	Live record showing order status, owner, supplier, ready date, delivery promise, issues, and next action.
Delivery Promise	Date or time window communicated to the customer.
Escalation	Formal action when a risk may affect quality, cost, or promised delivery.

5. Responsibilities

Role	Main Responsibilities
Operations	Owns the live order tracker and supplier follow-up.
Customer Care	Communicates approved changes and delays to customers.
Supplier	Provides accurate progress updates and early warning of constraints.
General Manager	Decides on major escalations, compensation, or supplier replacement.

6. Procedure

Step	Activity	Responsible	Required Control / Output
1	Enter every released production order into the live order tracker.	Operations	No active order exists outside the tracker.
2	Assign owner, supplier, production status, promised delivery date, supplier ready date, and next follow-up date.	Operations	Tracker fields completed.

3	Follow up with supplier at agreed checkpoints or at least every two working days for active orders.	Operations	Latest status recorded.
4	Flag orders at risk when ready date, quality, material, or delivery promise may be affected.	Operations	Risk flag and action owner recorded.
5	Assess whether customer promise changes. If yes, Customer Care contacts customer before the promised date is missed.	Operations / Customer Care	Customer update evidence retained.
6	Approve any change in specification, supplier, delivery date, or cost before execution.	Operations Manager	Order Change Record completed.
7	Escalate repeated delays, missing supplier response, or urgent orders to management.	Operations	Escalation log updated.
8	Close tracking only after product is delivered and happy call/feedback step is completed or issue is transferred to complaint/CAPA.	Operations / Customer Care	Order closed with final status.

7. Records and Retention

Record / Form	Owner	Minimum Retention	Storage Location
Order Tracker	Operations	5 years	Operations dashboard
Risk/Escalation Log	Operations	3 years	QMS performance folder
Customer Update Record	Customer Care	5 years	CRM/order folder
Order Change Record	Operations	5 years	Order folder

8. Process Risks and Controls

Risk	Preventive Control	Reaction / Escalation
Order delay discovered too late	Next follow-up dates and at-risk flags.	Escalate and inform customer proactively.
Customer receives inconsistent information	Single order tracker and controlled customer communication notes.	Correct message, update tracker, retrain responsible person.
Open orders not closed properly	Closure requires delivery proof and happy call status.	Weekly open order review.

9. KPIs

KPI	Suggested Target	Review Frequency
Open orders with overdue next action	0	Daily
At-risk orders communicated before missed promise	>= 95%	Weekly
Average order cycle time	Defined by product category	Weekly

10. Related Documents / Forms

- MOP-OPS-FRM-003 Order Tracker
- MOP-OPS-FRM-004 Escalation Log
- MOP-SLS-FRM-004 Order Change Record
- MOP-CS-SOP-001 Happy Call and Complaint Handling SOP

Approval

Prepared By	Reviewed By	Approved By
Name / Signature / Date	Name / Signature / Date	Name / Signature / Date